

DOBOT

AFTER-SALES SERVICE POLICY

1. Quality Assurance



Dobot places quality as its cornerstone, innovation as its engine, and customers at the center of its operations. After you purchase our products, we will do our best to provide you with excellent after-sales service to ensure that you are satisfied with our products or services. Therefore, if a product experiences issues, and these issues are caused by inherent material or manufacturing defects in the product, Dobot will provide corresponding after-sales service in accordance with the terms of our warranty policy.

2. Warranty Policy



This after-sales policy applies to the following Dobot industrial products: Six-Axis Collaborative Robots from the CRA Series, Commercial Collaborative Robots from the Nova Series, Six-Axis Collaborative Robots from the CR Series, Six-Axis Collaborative Robots from the CRS Series, Industrial Desktop Robot MG400, and Four-Axis Collaborative SCARA Robot M1 Pro.

3. Warranty Period



1. The warranty starts from the date of delivery of the product from Dobot's main business location or designated shipping location in China (EXW - Incoterms 2020). The standard warranty periods for Dobot industrial products are as shown in the table below.

Product	Main Components	Warranty Period
Six-Axis Collaborative Robots from the CRA Series	Robot Body and Control Cabinet	15 months
Commercial Collaborative Robots from the Nova Series	Robot Body and Control Cabinet	15 months
Six-Axis Collaborative Robots from the CR Series	Robot Body and Control Cabinet	15 months
Six-Axis Collaborative Robots from the CRS Series	Robot Body and Control Cabinet	15 months
Industrial Desktop Robot MG400	Robot Body	15 months
Four-Axis Collaborative SCARA Robot M1 Pro	Robot Body	15 months

2. Ways to Obtain Warranty Services:

Dobot offers after-sales services to customers who are authorized dealers or those who purchase products directly through our official channels. Customers who buy from Dobot's authorized dealers should inquire about after-sales services through the dealer. To qualify for after-sales service, the following conditions must be met:

- Normal usage within the specified warranty period.
- Providing the product's serial number and valid proof of purchase, contract, or invoice.
- No unauthorized disassembly, modification, additional installations, or other faults caused by human actions.

4. Important Notes



- 1、 If your product experiences a malfunction during the warranty period and requires after-sales service, Dobot reserves the right to diagnose the product through remote guidance, on-site inspection, or factory repair. Once it is confirmed that the product has a malfunction within the warranty period, Dobot will determine whether to replace parts, repair, exchange, or refund as needed. Necessary spare parts and repair guidance will be provided. During the warranty period, technical support for product malfunctions is provided free of charge. If the warranty has expired or the malfunction is not covered by the warranty, charges may apply.
- 2、 If, during the warranty period, your product requires replacement parts, repairs, or a complete unit exchange due to malfunctions or customer reasons, Dobot will promptly make the necessary repairs or replacements, and the warranty period of the product will remain the same. **Note: The warranty period will not be extended or renewed due to subsequent product exchanges, resale, maintenance, or replacements unless specified otherwise in this policy.**
- 3、 If products eligible for warranty service need to be sent back to the factory for repair or replacement, and if the logistics and transportation time exceeds one month due to reasons beyond our control, the warranty period will be extended accordingly, up to a maximum of three months.
- 4、 Dobot covers the shipping costs for repairs, replacements, or returns as per the warranty policy. However, if destination customs duties or other fees are required due to national policies, customers are responsible for these charges. When returning products to Dobot, they must be shipped in accordance with official logistics and packaging standards. If secondary damage occurs due to logistics and other factors, Dobot will not be liable for these damages and reserves the right to refuse acceptance of the product.
- 5、 After requesting after-sales service, customers must contact Dobot or an authorized dealer within one month to return the products or components requiring repair or replacement. If the return exceeds one month, Dobot reserves the right to refuse warranty service or invoice issuance.
- 6、 Dobot provides vulnerable parts for sale products to facilitate quick replacements. For the specific list, please refer to the Appendix: Vulnerable Parts List. The warranty period for vulnerable parts is 365 days, starting from the date indicated on the purchase invoice provided by Dobot.
- 7、 After a product has been discontinued and removed from the market, Dobot will continue to provide service and support for core vulnerable parts, as indicated in the table below. **Note: Product specifications from Dobot may change without prior notice.**

Product	Core Vulnerable Parts Repair Support Period
Six-Axis Collaborative Robots from the CRA Series	5 years
Commercial Collaborative Robots from the Nova Series	5 years
Six-Axis Collaborative Robots from the CR Series	5 years
Six-Axis Collaborative Robots from the CRS Series	5 years
Industrial Desktop Robot MG400	5 years
Four-Axis Collaborative SCARA Robot M1 Pro	3 years

5. Warranty Policy Limitations



1. If equipment defects are caused by incorrect use, handling, or failure to follow the relevant information as described in the user manual, the warranty policy does not apply. Additionally, the warranty policy does not apply in the following situations:
 - Damage caused by unauthorized modifications, disassembly, or opening of the device.
 - Damage resulting from incorrect installation, use, or operation as per official instructions.
 - Failure to follow the user manual's standards for connecting the product to other devices.
 - Damage caused by customer's own repair or fitting.
 - Damage due to circuit modifications not in line with official instructions, improper use of chargers, or using chargers that are not recommended.
 - Damage caused by storage conditions and operating environments beyond specified limits (e.g., pollution, salt damage, and moisture condensation).
 - Damage resulting from reliability and compatibility issues when using third-party components not certified by our company.
 - Product damage due to improper transportation.
 - Damage caused by third parties (non-Dobot or authorized integrators) during adjustment or repair of related components.
 - Loss of revenue due to downtime, work stoppage, business interruptions, and data loss caused by product malfunctions.
 - Any natural disasters, including fires, earthquakes, tsunamis, lightning, high winds, and floods.
 - Apart from the above situations, Dobot is not responsible for any malfunctions unrelated to the company.
2. Except as explicitly stated in the warranty policy, any warranties, guarantees, conditions, or extensions of the warranty policy provided by Dobot's staff, whether express, implied, verbal, or written, do not constitute any form of warranty. In case of conflicts between the scope of coverage defined in this standard warranty and any other agreements with the customer, this warranty policy prevails.



6. Paid Repairs



1. The following situations fall under the scope of paid repair services:
 - 1) Beyond the product's valid warranty period.
 - 2) All situations not covered by free repair (refer to the Warranty Policy Limitations for cases not covered).
- If the product experiences a malfunction due to user-operational errors or other uncontrollable factors and can be resolved by users themselves by replacing parts, Dobot will provide users with a quotation for the required parts. If users accept the quotation and make the necessary payment, Dobot will directly send the parts to users and provide replacement guidance.
 - If, according to technical assessment, the product needs to be returned to the official service center for repair, Dobot will offer relevant repair solutions and costs. Once users agree to the repair plan, Dobot will promptly conduct the repair.
 - Repair costs include labor and material fees. The original equipment manufacturer (OEM) repair labor fee is 1500 RMB/day, calculated based on actual hours, with less than a day charged as a full day. Relevant material costs can be found in the Vulnerable Parts List appendix.
 - Repair costs include labor and material fees. Relevant material costs can be found in the Vulnerable Parts List appendix.
 - For on-site repairs, the requesting party is responsible for the travel, accommodation, and service/material fees for the OEM repair personnel. Please confirm specific repair quotations with the official after-sales team.
 - After the product's warranty period has expired, the warranty period for replaced components is 365 days, calculated from the date of shipment upon completion of repairs by the designated service center of Dobot.



7. Extended Warranty Terms



- 1、 Dobot offers extended warranty services for up to 24 additional months on top of the standard warranty policy, providing the same level of service. Please refer to the extended warranty quotation for the models that support the extended warranty policy, as well as the extended warranty duration and price.
- 2、 2. Purchase method:
 - When purchasing Dobot industrial products, you can purchase extended warranty service together
 - If you purchase the corresponding extended warranty service within three months from the date of delivery, you must go through the remote inspection and approval procedure of the technical support personnel of Dobot to confirm whether you can purchase the extended warranty service.
 - If the purchased product is more than three months away from the delivery date, it must go through the inspection and approval process after the inspection of the factory or the technical support personnel of Dobot, to confirm whether the extended warranty service can be purchased.

8. Disclaimer Statement



- 1、 Under no circumstances shall Dobot be liable for any special, punitive, indirect, or consequential damages, such as loss of profits, damaged goods, business interruptions, data loss, or damages.
- 2、 Dobot's maximum liability under the warranty policy is limited to repairing or replacing defective products or refunding the purchase price paid for the product. In no event shall the amount exceed the price paid by the initial purchaser.
- 3、 3. This warranty policy shall be governed by and construed in accordance with the laws of the People's Republic of China. Any disputes arising from or related to this warranty policy or guaranteed by this warranty policy shall be subject to the exclusive jurisdiction of the courts of the People's Republic of China unless Dobot expressly agrees otherwise in writing.

Notice:


Dear valued customer, by purchasing industrial products covered by Dobot's after-sales service policy, you are considered to have thoroughly and completely read and understood this after-sales service policy. You are also deemed to fully agree with all the contents of this after-sales service policy.






 www.dobot-robots.com

 sales@dobot-robots.com

 400 800 7266

 Floor 9, 10, 14, 24, Building 2, Chongwen Garden Nanshan iPark,
Liuxian Avenue, Nanshan District, Shenzhen, CHINA 518000

 @dobotarm

